

**TBI Airport Management, Inc.
Burbank Bob Hope Airport**

Job Description

Coordinator, Lost and Found

Reports to: Airport Security Manager

Status: Non- Exempt

General Description:

Responsibilities of the Lost and Found Coordinator include organize and log of all property, maintaining of all Lost and Found logs and reports. Gather information to return items to guests, conduct follow-ups on lost inquiries when necessary. Prepare Lost and Found items for auction. Maintain Lost and Found items in the security lock-up. Coordinate Lost and Found items and logs with TSA. Answers phone, email, and in-person inquiries regarding lost items. Accepts found items from multiple sources and enters items in our computerized system. Performs administrative functions.

Essential Job Functions:

Typical Tasks

- Organize Lost and Found items.
- Maintain Lost and Found Logs.
- Arranges shipping or in-person return of items to the customer.
- Prepare items to be auctioned.
- Coordinate items and logs with TSA.
- Gather information and conduct follow-ups of Lost Inquiries when necessary
- Performs other duties as assigned.
- Answers incoming telephone calls from customers regarding their lost items.
- Accurately matches found items against claims.
- Answers incoming emails regarding lost items.
- Makes outgoing calls to customers.

Minimum Qualifications:

Employment Standards

- Any combination of education, training, or experience that provides the required knowledge, skills, and abilities.
- Must project an air of professionalism and responsibility at all times.
- Must be accurate, well organized, and dependable.
- Must be able to deal with the public in a friendly, courteous, and efficient manner both in person, via telephone, or email.
- Required: A high school graduate or any equivalent combination of training, education, or experience which provides the necessary knowledge, ability, and skills needed to perform the job functions.

License and Special Requirements:

- Possession of a valid California Driver's license

- Obtain and maintain security clearance as required by role and TSA regulations

Supplemental Information:

Knowledge of:

- And Proficiency in Microsoft Office tools (Excel, PowerPoint, Word) and e-mail (Outlook).
- Operation of common office equipment and practices, including a personal computer and commonly used software.

Ability to:

- Work independently with minimal direction and supervision.
- Exercise accuracy, discretion, and good judgment, attention to detail, courtesy, tact and patience.

Interested Applicants may apply by clicking the link below and completing the online assessments:

<https://www.ondemandassessment.com/link/index/JP-88DYL50NF?source=HB-Website&u=137146>